

**COMMONWEALTH OF VIRGINIA**  
*Office of the Governor*

Timothy M. Kaine  
Governor

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**GOVERNOR KAINE ANNOUNCES CUSTOMER  
SERVICE AWARD FOR CHILD SUPPORT SERVICES**

*~ Department of Social Services, YoungWilliams Child Support Services Recognized ~*

**RICHMOND** – Governor Timothy M. Kaine today announced that the Virginia Department of Social Services (VDSS) and YoungWilliams Child Support Services have been awarded the Commissioner’s Award for Exemplary Customer Service by the federal Office of Child Support Enforcement (OCSE). Virginia’s customer call center is a public-private partnership between VDSS’s Division of Child Support Enforcement (DCSE) and YoungWilliams.

“Virginia has worked with experts in technology, child support and customer service to create a call center that is second to none,” Governor Kaine said. “Providing answers to child support questions and access to account information is essential for parents.”

The call center opened in 2006 in Martinsville and employs 95 local residents. It operates 24 hours a day, seven days a week. Services are available in English and Spanish.

“Virginia’s call center provides unsurpassed customer service to citizens who rely on us to collect child support on behalf of their children,” said VDSS Commissioner Anthony Conyers Jr. “We’re very proud of this ranking.”

The call center adheres to high performance and service level standards:

- Interactive Voice Response answers 100 percent of all incoming calls; more than 12.5 million calls have been received since the center opened.
- 99 percent of calls requesting a customer service representative (CSR) have been answered for 12 consecutive months.
- More than 90 percent of calls to a CSR have been answered in 60 seconds or less for six of the last eight months.
- During a 20-month period, more than 50,000 calls from non-English speaking customers needing foreign language assistance have been answered.

On August 26, 2008, OCSE Commissioner Margot Bean will present the award to DCSE Director Nick Young and YoungWilliams President Rob Wells during the 18th National Child Support Enforcement Training Conference in Washington, D.C.

YoungWilliams and DCSE staff continually work together to enhance and refine processes, resolve issues and implement improvements in service delivery.

For more information, visit <http://childsupport.virginia.gov> or <http://youngwilliams-css.com/>. For child support questions, call 1-800-468-8894.

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